

Atty. Docket No. 696.005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

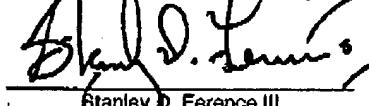
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In re Application of : Srinivasan et al.
Serial No. : 09/804,728 Examiner : Y. Retta
Filed : March 13, 2001 Art Unit : 3622
For : METHOD AND APPARATUS FOR INTERNET
CUSTOMER RETENTION

May 28, 2008

AMENDMENT

I hereby certify that this correspondence and any documents referred to as
enclosed therewith are being transmitted by facsimile to the Commissioner
for Patents on facsimile number (571) 273-8300 on May 28, 2008.



Stanley D. Ference III
Reg. No. 33,879

May 28, 2008

Date of Signature

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

Responsive to the Office Action dated November 28, 2007, please amend the
above-identified application as follows. These Amendments find full support in the
specification as filed.

Amendments to the Claims are reflected in the listing of claims which begins on
Page 2 of this paper. The amendments find full support in the specification and/or claims
as originally filed.

Remarks begin on Page 7 of this paper.